



# FSA Ombudsman News

Phone: (202) 377-3800

Website: [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov)

Email: [fsaombudsmanoffice@ed.gov](mailto:fsaombudsmanoffice@ed.gov)

March 5, 2004

## SPECIAL EDITION

2004 Student Loan Ombudsman Meeting

Hilton Myrtle Beach Resort

Room: Arcadian Room

Theme: Doing the Right Thing!

### DRAFT AGENDA

#### WEDNESDAY, MARCH 17, 2004

- 1:00 – 1:15 p.m. Welcome  
Debra Wiley
- 1:15 – 2:00 p.m. Introduction Exercise  
Facilitator: Joyce DeMoss
- 2:00 – 2:30 p.m. Q & A \*\*  
Presenter: Pam Moran, Office of  
Postsecondary Education
- 2:30 – 3:30 Identity Theft  
Facilitator: Luanne Dodge, TGSLC  
Presenter: Lester Fernandez, Office of  
Inspector General
- 3:30 – 3:45 p.m. Break
- 3:45 – 4:45 p.m. Going from Can't to Can:  
Collaboration: Review of Conflict Resolution Styles  
Facilitator: Debra Wiley
- 4:45 – 5:45 p.m. Customer Service vs. Customer  
Satisfaction – Should there be a difference?  
Co-Facilitators: Grace Bartini,  
American Student Assistance and Scot  
Williams, EdFund
- 6:30 p.m. Working dinner  
Topic: A Borrower's Bill of Rights – What would it  
look like?  
Facilitator: Tom Melecki, National  
Student Loan Program

#### THURSDAY, MARCH 18, 2004

- 8:15 – 10:15 a.m. Dealing with Difficult  
Situations/People  
Facilitator: Linda Hall  
Presenter: **Craig Bradenbaugh,**  
**Greenville Technical College**
- 10:15 – 10:45 p.m. Break
- 10:45 a.m. – 12:45 p.m. Dealing with Difficult  
Situations/People, cont.
- 12:45-1:00 p.m. Break
- 1:00 – 2:00 p.m. Total and Permanent Disability – An  
Update  
Facilitator: Thad Bartkowiak  
Presenter: Jennifer Ryder
- 2:00 – 3:00 p.m. Wrap up and closing

**See you in Myrtle Beach!**

**\*\*If you have questions for Pam Moran, related to Policy operations, please forward them to [Linda.Hall@ed.gov](mailto:Linda.Hall@ed.gov) by Wednesday, March 10.**